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PROVIDING EXCELLENCE TO CLIENTS

CompuCom's Help Desk has won the coveted Software Technical Assistance Recognition (STAR) Outsourcer of the Year award from the Software Support Professionals Association (SSPA) two years consecutively. This award exemplifies CompuCom's excellence and dedication to its clients. To win this award, CompuCom demonstrated high levels of ongoing client satisfaction and performance measurements, world class service offerings, and effective staff retention programs.

CompuCom was one of the first 10 companies to achieve the Support Center Practices (SCP) Certification administered by Services Strategies Corporation. This certification recognizes service quality of internal and external client support operations.

Also, the Help Desk Institute (HDI) honored CompuCom's Help Desk Services with the "Team Excellence" second place award and top ranking in the outsourcer category. This award honors the help desk team who has most enhanced the image of the help desk profession by setting and achieving the highest standards of excellence in client support. Selection of the Team Excellence award winner is based on an evaluation of the applicant's ability to demonstrate excellence within three categories: people, processes, and technology.

HELP DESK SERVICE FEE

See Table 12-A Additional Services for pricing information

REMOTE NETWORK OPERATING SYSTEMS SUPPORT

Remote Network Operating Systems Support offers a comprehensive range of Level Two help desk services for system administrators (Your Network Expert to our Level II Expert) with Third Level escalation (Manufacturer). Remote Network Operating Systems Support provides network operating systems support, hardware support for critical and non-critical servers. This support does not include physical-layer equipment support, server applications* or UNIX systems and is meant to support a network administrator and not perform the actual network administration.

Remote Network Operating Systems Support is designed for:

- clients who have existing network administrators with no Level Two or Three escalation points

- clients who need support on multiple network operating systems (NOS) environments

- clients who need network support above and beyond normal business hours

CompuCom staffs its Remote Help Desk with vendor-certified engineers. These engineers have access to multi-protocol, multi-vendor platforms, including Novell Platinum, Microsoft Premier, IBM Business Partner and Citrix Gold Solution.

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The main benefit of Remote Network Operating Systems Support is that it provides access to certified network specialists who offer support on multiple operating systems so that clients do not have to purchase individual vendor contracts for each vendor's equipment installed in their network, which is very costly.

This program allows extended coverage for up to four people and offers support on multiple NOS environments, as listed below.

The following details the network operating systems that the Remote Help Desk supports currently.

Novell	Microsoft
LAN Workplace Products	Windows NT-Workstation
LAN WorkGroup Products	Windows NT-Server
NetWare NFS Products	Windows NT-Advanced Server
NetWare IP-Flex IP	Windows for WorkGroups
Connect (NACS & NAS)	Windows 2000
Multi-Protocol Router	Windows 98
NetWare for Macintosh	Windows 95
NetWare LANalyzer	Windows 3.1
NetWare Services Manager	Exchange
NetWare SFT III	
IntraNetWare	

IBM	Citrix
OS/2 & DOS LAN Requester	Citrix-Winframe
OS/2 IAN Server	Metaframe
LAN Support Program	
LAN Adaptor & Protocol Support	
Network Transport Services12	
Communications Manager12	
Presentation Manager	

ASSUMPTIONS

- ✍ Calls purchased in call packs can be applied to any of the clients servers.

- ✍ Call packs provide support on multiple NOS environments per server.

- ✍ Call packs are purchased in blocks and are good for one year after purchase.

- ✍ Pricing includes toll-free access to certified support engineers.

- ✍ Problems remain open until resolved to clients satisfaction or escalation to appropriate resources, which is negotiated within the final service level agreement.

- ✍ Standard Remote Help Desk monthly summary reports are included in the price
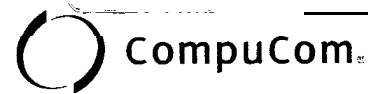
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- Pricing includes access to software patches.

- Support is not included for Christmas, New Years Day, July 4th, Labor Day and Thanksgiving Day.

**Some Server Applications are not supported, please contact us to receive an updated list of supported servers.

REMOTE NETWORK OPERATING SYSTEMS SUPPORT FEES
See Table A-12 Additional Services for pricing information

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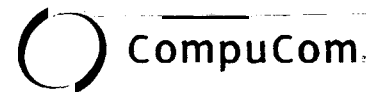Part Four Response

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CONFIGURATION SERVICES

CompuCom offers a comprehensive configuration solution that is fully integrated with its distribution services. The configuration offering features a centralized process, custom configuration, image development and loads, and capitalizes on CompuCom's participation in final assembly programs. By coupling configuration with distribution activities, CompuCom delivers systems to you fully configured, pre-tested, and ready for plug-and-play installation. By reducing the amount of hardware assembly, software installation, and testing that occurs at your end users desk, CompuCom helps you reduce your overall order cycle time, maximizing end-user productivity.

CompuCom regularly provides tours of its Advanced Integration Centers. To make arrangements, contact a CompuCom sales representative.

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CENTRALIZED, ISO-9001 CERTIFIED CONFIGURATION PROCESS

CompuCom brings the configuration process into a centralized, controlled environment where ISO 9001 certified processes are followed. The International Organization for Standardization sets forth rigorous quality standards that ensure excellence in service. By following these strict processes, CompuCom achieves order accuracy rates of 99.9 percent, minimizing the amount of Dead On Arrival (DOA) equipment you receive. Additionally, CompuCom can affix asset tags to each system component prior to shipping. These tags can facilitate your change and asset management processes, and ultimately reduce' your support management costs associated with asset tracking.

FINAL ASSEMBLY

In an effort to improve product availability and reduce time to market, CompuCom participates in final assembly programs with major manufacturers, including Compaq, IBM, and Hewlett-Packard. Participation in these programs enables CompuCom to custom-build and configure units using key components supplied by manufacturers. The result is a system that provides the benefits of mass-customized product with a shortened delivery cycle.

WIDE RANGE OF CONFIGURATION SERVICES

From simple hardware installations to customized hardware and software loads, you receive the level of configuration services you need for your project. The engineers in the Advanced Integration Centers complete your hardware-builds through CompuCom's participation in manufacturer final assembly programs and the ability to integrate third-party components. The software installation process is very flexible and includes shrink-wrap and proprietary software installation as well as pre-defined custom image loads. With ISO-certified configuration processes, including full-system testing, your configuration requirements are accurately fulfilled prior to receiving the product, reducing the time required to implement new technology into your enterprise.

BIRTH CERTIFICATE

CompuCom helps you keep track of your systems by creating a digital Birth Certificate for every system configured. This Birth Certificate contains detailed hardware and software information such as CPU type and speed, disk size, memory configuration, Windows *.ini file details, as well as a complete inventory of all software products and versions loaded. The Birth Certificate also features a Year 2000 BIOS check, indicating whether a system clock can perform and maintain a year 2000 rollover and whether or not the system correctly accounts for leap year dates.

CompuCom allows you to access this data through your Web-based procurement system, Web Services, from which data can be directly fed into your asset tracking system, as part of a wider, asset management strategy. Direct access to accurate asset information plays a fundamental role in developing a solid asset management strategy that enables you to focus on core business issues rather than manage a reactive asset tracking process.

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CUSTOM HARDWARE AND SOFTWARE CONFIGURATIONS

CompuCom performs comprehensive custom hardware and software configuration services to provide you with technology equipment that supports your specific business requirements. By combining participation in manufacturer final assembly programs, the efficiency of automated techniques, and the expertise of configuration engineers, you receive fully configured product that is ready for plug-and-play installation at the end user's desk. Configuring all products to your corporate standards helps you reduce your on-site installation time and associated costs and increase your end-user productivity by equipping your end users with systems customized to their technological needs.

A custom configuration is any system configuration that varies from the manufacturer default. Many clients require custom configurations to equip their users with systems that have the memory, peripherals, and software applications required to perform their specific jobs. CompuCom has the ability to configure your systems by completing the hardware build, integrating third-party components, and loading your specific software image for each laptop, desktop, and server system. Whether this service is performed at the co-located facilities or at its own Advanced integration Center, CompuCom delivers your systems built and configured to your specifications.

PERSONAL ATTENTION FOR EACH CLIENT

You receive the personal attention of configuration engineers to ensure your hardware build and software images are compatible with your business requirements. These engineers work with your IS department to create the hardware and software configuration process that supports your technical and budgetary specifications. This group serves as an extension of your IS team, providing technical expertise and problem resolution assistance.

CompuCom brings the image development process into a controlled lab environment where the configuration engineers will:

- ✍ work closely with you to assist in maintaining your corporate hardware and software standards

- ✍ provide assistance in identifying, isolating, and resolving system issues and changes that would normally be found by the end user

- ✍ develop an image that eliminates as much of the hardware assembly, software installation, and testing as possible from occurring on the configuration bench or at the end user's desk

- ✍ test the image to make certain you receive the highest quality product, configured to your specifications

- ✍ revise custom images as you change your product standards

Using ISO 9001 processes, CompuCom delivers to you the highest quality configured product, ready to install and use. All of these steps are designed to minimize the time to implement new technology into your organization.

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HARDWARE ASSEMBLY

CompuCom participates in final assembly programs with major manufacturers, such as Compaq, IBM, and Hewlett-Packard. Through these programs, and the ability to integrate third-party components, the Advanced Integration Centers complete your customized hardware build with the least amount of touches. The configuration center receives the raw materials from the manufacturer and CompuCom's engineers complete the assembly, including the addition of any designated third-party components, according to your specifications. Participation in these final assembly programs and the ability to integrate required third-party components allow CompuCom to deliver mass-customized product of the highest quality within a shortened delivery cycle to you.

SOFTWARE IMAGE LOAD TECHNIQUES

CompuCom uses different methods to custom configure system software and will work with you to determine the most appropriate and efficient method. Two of the more commonly used software configuration methods include using cloning tools or a scripted process. CompuCom will also use a WAN circuit connection for qualified system configurations and configuration maintenance. Each of these techniques are described below:

- **Cloning Tools—CompuCom** collects and stores the configuration image you provide from either a hard drive or, by using a cloning tool such as Ghost, from a cloned image on a CD or Jazz cartridge. This cloned image will normally be copied from a system that has been built and tested in your environment and designated as your standard. CompuCom maintains this image in its configuration center and makes duplicates available to the field to facilitate restoration of workstations, laptops, and even servers that may fail during the course of daily operations. This is the most economical method.

- **Scripted/Unattended Build Process—CompuCom's** consulting group, in conjunction with configuration engineers, creates a custom build for each unit for this image load method. Engineers write a script for an automated software load process for your designated operating systems and applications. The process runs unattended each time the appropriate product order is placed. This process generally takes more time than cloning an image; however, it is often necessary for server configurations where wide area network connectivity, individual licensing requirements, and unique security ID numbers are concerns.

- **WAN Circuit-At** times it is advantageous to connect your network to the Integration Services Center's network for system configuration or configuration maintenance. This method allows the account engineer to fully develop, test, and certify configurations in the your technical environment. The system testing can consist of verifying all office systems, including communication systems, as they are to be installed at your location. To use this technique, you must provide the WAN circuit needed to support requirements for the amount of data to be downloaded. You will be responsible for circuit-carrier installation and any ongoing fees. CompuCom will extend the link internally to the configuration benches. To ensure network security of both companies, your network cannot be directly connected to the CompuCom network.

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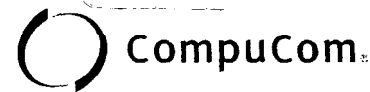
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CUSTOM CONFIGURATION PROCESS

CompuCom's process for creating new, updated, or changed custom configurations includes the following ISO-9001 documented steps:

1. **Client Supplied Product (CSP)** Request-The configuration center receives an image or software for the configuration from you. CSP is any product supplied by your organization for use in the creation of a new configuration stock keeping unit (SKU). CSP typically includes disks, CD-ROMs, hard drives, tapes, asset tags, or a system itself.

2. **Test Order-An** initial order is placed for a single system that consists of all the hardware and software for a specific image build. The image must be built and tested with all hardware and software installed to make certain that all necessary drivers load correctly and that all system conflicts are resolved.

3. **Custom SKU Request** Form-Your sales account manager submits a custom **SKU** request containing the specifics of the project.

4. **Asset Tag SKU Request Form-Your** sales account manager then submits an asset tag SKU request form. This form includes client-specific information such as tag placement, sequence numbers, and product tagging requirements.

5. **Project Started-The** project coordinator receives the CSP, the order, and SKU request form, then assigns an account engineer to complete the build instructions and associated processes. The account engineer evaluates the documents and tests the download. The Configuration Engineering Group configures and tests all prototype lab orders for initial quality assurance.

6. SKU **Created-The** configuration project coordinator creates the new SKU once it passes the quality assurance test. An e-mail with the SKU description, number, and cost is' sent to the Corporate Accounts Center and your account manager. The SKU number is marked **as** " Awaiting Customer Consent" pending client approval; orders cannot be placed against this new SKU until approval is received. In most cases, this entire process will be completed within 48 hours from the time that the prototype order, the image components, and the SKU request form have been received. If any problems arise during this process, the configuration time to complete the order may be extended.

7. **SKU Active-Upon** written approval by your company' s IS Team, the SKU is marked as active and orders can be placed against the new SKU number.

8. **SKU Lifecycle-After** both the client and configuration account engineer have approved the configuration, the SKU is available for order placement. The SKU will remain active until the account manager notifies the project coordinator that the project is over, or for a period of six months after the last order is placed using this SKU. At this time, the download and instructions are archived. The SKU can still be used on new orders with prior notification to the project coordinator.

9. **SKU Updates-Once** the SKU has been placed into production, changes to the configuration, such as updates to drivers or the addition of peripheral hardware, may be required. If this occurs, the same process outlined above will be followed except that the order will include a SKU update form. A new SKU must be created if the hardware platform or operating system changes.

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With this ISO-certified custom configuration process, including full system testing, your configuration requirements are accurately fulfilled prior to receiving the product, reducing the time required to implement new technology in your enterprise.

BURN-IN

CompuCom's standard burn-in period is limited to the time each system is on the bench during the software configuration process. The DOA rate for tier one product is less than one percent and most of these units fail due to damage during shipping to CompuCom. Since most system failures occur within moments of initial power-up, longer burn-in periods are neither warranted nor cost-effective. However, special arrangements can be made for clients who desire longer burn-in periods.

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WORKSTATION   CONFIGURATION

SKU	Description	Detail
000833	CONFIG - HARDWARE INSTALL ONLY NO OPERATING SYSTEM	Use this for basic hardware configuration of computers. It pays for Hardware configuration and Handling, and Quality Assurance testing. Best effort Hardware testing will be completed due to a lack of an operating system.
035323	CONFIG/NIC - INSTALL UNIX WORKSTATION HDWR - REQUIRES INSTRUCTIONS	Use this configuration SKU to cover hardware and installation of UNIX with drivers. Hardware handling, configuration, diagnostic testing, and Quality Assurance testing are included.
046688	CONFIG - INSTALL OS/2 HARDWARE - BASE SERVICES INSTALL	Use this SKU to install any version of OS/2 on a system. It pays for Hardware configuration, Handling, Loading OS/2 with drivers, and Quality Assurance testing.
134372	CONFIG - OEM WIN 95/98 OS HARDWARE / DECOMPRESS	This is the same as the basic Hardware Only SKU 000833 except that it also pays for exploding a Preinstalled operating system. This cannot be used with a computer that is pre-installed with anything other than Windows 98 or Windows 95.
134373	CONFIG - OEM NT 4 WORKSTATION HARDWARE / DECOMPRESS	This is the same as the basic Hardware Only SKU 000833 except that it also pays for exploding a pre-installed operating system. This cannot be used with a computer that is pre-installed with anything other than Windows NT 4.0 Workstation.
340332	CONFIG - OEM WINDOWS 95/98 DECOMPRESS SOFTWARE ONLY	Use this SKU to explode any system pre-installed with Windows 95/98. The SKU does not include installing any hardware.
340333	CONFIG - OEM WIN NT 4.0 DECOMPRESS SOFTWARE ONLY	Use this SKU to explode any system pre-installed with Windows NT. The SKU does not include installing any hardware.
476319	CONFIG- OEM WIN2000 + HARDWARE HARDWARE / DECOMPRESS	This is the same as the basic Hardware Only SKU 000833 except that it also pays for exploding a pre-installed operating system. This cannot be used with a computer that is pre-installed with anything other than Windows 2000 Professional.

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SKU	Description	Detail
476320	CONFIG - OEM WINDOWS 2000 DECOMPRESS SOFTWARE ONLY	Use this SKU to explode any system pre-installed with Windows 2000. The SKU does-not include installing any hardware.
476384	CONFIG - OEM WINDOWS ME DECOMPRESS SOFTWARE ONLY	Use this SKU to explode any system pre-installed with Windows Millennium. The SKU does not include installing any hardware.
476385	CONFIG - OEM WIN ME + HARDWARE HARDWARE / DECOMPRESS	This is the same as the basic Hardware Only SKU 000833 except that it also pays for exploding a pre-installed operating system. This cannot be used with a computer that is pre-installed with anything other than Windows Millennium.

WORKSTATION CONFIGURATION

See Table A-l 2 Additional Services for pricing information

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SERVER CONFIGURATION

SKU	Description	Detail
027500	CONFIG/NIC - FILESERVER HDWR ONLY HARDWARE - REQUIRES INSTRUCTIONS	Hardware is installed into a CPU configured as a network file server. Includes handling, hardware diagnostic testing, and Quality Assurance. No operating system is loaded.
206438	CONFIG - RACK HARDWARE ONLY CUSTOM HARDWARE RACK	Used for configuring a complete set of equipment, including file servers, so that they can be quickly assembled into a rack at the customer' s site. Rack systems cannot be shipped fully assembled.
339816	CONFIG - EXTERNAL STORAGE CABINET	Used for configuring a External Storage Cabinet that is standalone or attached to a Fileserver.
339840	CONFIG -WINDOWS NT 4.0 CLUSTER CONFIGURATION	Bundled SKU, includes configuration and integration of two file servers and a external storage cabinet. Software installation of Windows NT 4.0 Server, Service Pack 3, and Cluster Server.

SERVER CONFIGURATION FEES

See Table A-I 2 Additional Services for pricing information

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WIRELESS-MOBILE   BUSINESS

SKU	Description	Notes
581758	**CONFIG - MOBILE LAB APPLICATION INSTALL**	install individual software package. Product Required

WIRELESS-MOBILE BUSINESS FEES

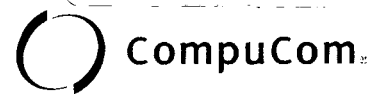See Table A-l 2 Additional Services for pricing information

CompuCom.

SOFTWARE CONFIGURATION

SKU	Description	Detail
108550	CONFIG - INSTALL 1 SOFTWARE APPLICATION	Use this SKU an individual software package (not a Suite) and must be used in conjunction with a Operating System configuration SKU. Product Required.
161984	CONFIG - INSTALL OFFICE 97 STANDARD 4 APPS	Use this SKU to install the complete Microsoft Office 97 Standard Edition product. Either an actual order for the product must accompany the order or a copy of the MLA Agreement must be on file to load this product. This SKU must be used in conjunction with a Operating System configuration SKU.
161985	CONFIG - INSTALL OFFICE 97 PROFESSIONAL 5 APPS	Use this SKU to install the complete Microsoft Office 97 Professional Edition product. Either an actual order for the product must accompany the order or a copy of the MLA Agreement must be on file to load this product. This SKU must be used in conjunction with a Operating System configuration SKU.
162210	CONFIG - INSTALL LOTUS SMARTSUITE 5 APPS, PRODUCT REQUIRED	Use this SKU to install the complete Lotus SmartSuite product. The product must accompany the order. This SKU must be used in conjunction with a Operating System configuration SKU.
340008	CONFIG - INSTALL NT SERVER 4.0 OPTION PACK	Use this SKU to install the complete or any components of the Microsoft NT 4.0 Option Pack. Either an actual order for the product must accompany the order or a copy of the MLA Agreement of NT 4.0 Server must be on file to load this product. This SKU must be used in conjunction with a NT 4.0 Server SKU 027515.
340012	CONFIG - INSTALL OFFICE 2000 STANDARD 4 APPS	Use this SKU to install the complete Microsoft Office 2000 Standard Edition product. Either an actual order for the product must accompany the order or a copy of the MLA Agreement must be on file to load this product. This SKU must be used in conjunction with a Operating System configuration SKU.

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340013	**CONFIG - INSTALL OFFICE 2000 PROFESSIONAL 5 APPS**	Use this SKU to install the complete Microsoft Office 2000 Professional Edition product. Either an actual order for the product must accompany the order or a copy of the MLA Agreement must be on file to load this product. This SKU must be used in conjunction with a Operating System configuration SKU.
10014	**CONFIG ▪ INSTALL OFFICE 2000 PREMIUM 6 APPS, PRODUCT REQUIRED**	Use this SKU to install the complete Microsoft Office 2000 Premium Edition product. The product must accompany the order. This SKU must be used in conjunction with a Operating System configuration SKU.
10015	**CONFIG - INSTALL OFFICE 2000 SMALL BUSINESS 4 APPS, PRODUCT REQUIRED**	Use this SKU to install the complete Microsoft Office 2000 Small Business Edition product. The product must accompany the order. This SKU must be used in conjunction with a Operating System configuration SKU.
10520	**CONFIG ▪ INSTALL ATTACHMATE EXTRA 1 APP, PRODUCT NOT REQUIRED**	Use this SKU to install the complete Attachmate Extra product. This SKU must be used in conjunction with a Operating System configuration SKU. The latest production version will be loaded.
10521	**CONFIG ▪ INSTALL NORTON ANTIVIRUS 1 APP, PRODUCT NOT REQUIRED**	Use this SKU to install the complete Norton AntiVirus product. This SKU must be used in conjunction with a Operating System configuration SKU. The latest production version will be loaded.
10522	**CONFIG - INSTALL MCAFEE ANTIVRIUS 1 APP, PRODUCT NOT REQUIRED**	Use this SKU to install the complete McAfee AntiVirus product. This SKU must be used in conjunction with a Operating System configuration SKU. The latest production version will be loaded.

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340523	CONFIG - INSTALL NETSCAPE NAVIGATOR 1 APP, PRODUCT NOT REQUIRED	Use this SKU to install the complete Netscape Navigator product. This SKU must be used in conjunction with a Operating System configuration SKU. The latest production version will be loaded.
MD524	CONFIG - INSTALL MICROSOFT INTERNET EXPLORER 1 APP, PRODUCT NOT REQUIRED	Use this SKU to install the complete Microsoft Internet Explorer product. This SKU must be used in conjunction with a Operating System configuration SKU. The latest production version will be loaded.
340525	CONFIG - INSTALL MICROSOFT EXCEL 1 APP, PRODUCT NOT REQUIRED	Use this SKU to install the complete Microsoft Excel product. This SKU must be used in conjunction with a Operating System configuration SKU. The latest production version will be loaded.
340526	CONFIG - INSTALL MICROSOFT WORD 1 APP, PRODUCT NOT REQUIRED	Use this SKU to install the complete Microsoft Word product. This SKU must be used in conjunction with a Operating System configuration SKU. The latest production version will be loaded.
340527	CONFIG - INSTALL MICROSOFT PROJECT 1 APP, PRODUCT NOT REQUIRED	Use this SKU to install the complete Microsoft Project product. This SKU must be used in conjunction with a Operating System configuration SKU. The latest production version will be loaded.
340528	CONFIG - INSTALL MICROSOFT OUTLOOK 1 APP, PRODUCT NOT REQUIRED	Use this SKU to install the complete Microsoft Outlook product. This SKU must be used in conjunction with a Operating System configuration SKU. The latest production version will be loaded.
340529	CONFIG - INSTALL ADOBE ACROBAT 1 APP, PRODUCT NOT REQUIRED	Use this SKU to install the complete Adobe Acrobat product. This SKU must be used in conjunction with a Operating System configuration SKU. The latest production version will be loaded.

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340530	**CONFIG • INSTALL NOVELL CLIENT 1 APP, PRODUCT NOT REQUIRED**	Use this SKU to install the complete Novell Client product. This SKU must be used in conjunction with a Operating System configuration SKU. The latest production version will be loaded.

SOFTWARE   CONFIGURATION

See Table A-I 2 Additional Services for pricing information

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ADDITIONAL CONFIGURATION SERVICES

SKU	Description	Notes
	CONFIG – AFFIX ASSET TAG	Affix client-supplied tag (each)
329888	CONFIG ▪ LEVEL I PRINTER UPGRADE MEMORY AND/OR I/F BOARDS ETC.	Use this SKU when needing a low-end printer (typically a desktop) configured. Hardware to be installed may consist of memory, I/F boards etc. Includes testing of installed components.
053025	CONFIG ▪ LEVEL II PRINTER UPGRADE MEMORY AND/OR I/F BOARDS ETC.	Use this SKU when needing a high-end printer configured (anything the size of a HP5si or equivalent). Hardware to be installed may consist of memory, I/F boards etc. Includes testing of installed components.
071113	CONFIG ▪ TEST EXTERNAL COMPONENT	Use this SKU when needing to have an external component removed from the box and tested for operation via a connection to a typical CPU.
161976	CONFIG ▪ TEST & CONFIGURE DOCKING STATION	Use this SKU when needing to have a docking station removed from the box configured and tested for operation via a connection to a typical CPU or adding hardware. Can only be used when a laptop is being configured. If a docking station is to be configured alone then use SKU 000833.
206314	CONFIG ▪ BIOS UPDATE	Used to update a computer system bios to the latest (or a specific) revision.
075441	CONFIG/NIC ▪ INTEGRATED LAN SERVER & UP TO 12 WORKSTATIONS	Bundled SKU, includes configuration and integration of a file server and up to 12 workstations, up to 4 software applications, and 5 hours of Config/NIC SE labor. Testing includes LAN connection of each workstation login to server. Requires consultation with Configuration Services prior to order placement.

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011618	CONFIG/NIC • INTEGRATED LAN SERVER & UP TO 6 WORKSTATIONS	Bundled SKU, includes configuration and integration of a file server and up to 6 workstations, up to 4 software applications, and 4 hours of Config/NIC SE labor. Testing includes LAN connection of each workstation login to server. Requires consultation with Configuration Services prior to order placement.
206176	CONFIG - SYSTEM UNIT HARDWARE POWER UP TEST ONLY	Use this for Power on testing only. No Hardware or software is included.
384921	CONFIG - GENERIC COMPAQ CLUSTER	Bundled SKU, includes configuration and integration of two file servers and a external storage cabinet. Software installation of Windows NT 4.0 Server, Service Pack 3, and Cluster Server.

ADDITIONAL CONFIGURATION SERVICES FEES

See Table A-I 2 Additional Services for pricing information

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TOTAL COST OF OWNERSHIP - IT CONSULTING SERVICES

CompuCom's consulting services provide a Distributed Computing Total Cost of Ownership service to assist clients in understanding where they are today (Benchmark) how new technologies will impact the bottom line (ROI) and how they compare to businesses of similar size and complexity (TCO). This is accomplished using GartnerGroup's TCO Manager for Distributed Computing. In today' s competitive business environment, IT departments are being asked to justify investments in terms of value to the business but most organizations don' t have a clear picture of the total impact these expenditures are having — in both direct and indirect costs. The Total Cost of Ownership model has been developed to help companies understand this impact. Using a set of industry benchmarks and actual cost measurements, its clients can evaluate the effect of changes in their environment and make better decisions concerning future changes.

The TCO Manager provides an automated method to measure, manage and reduce Total Cost of Ownership. The TCO Manager assists in the collection and evaluation of networked assets, operating costs, and service performance levels needed for calculating and developing TCO reports. Using the TCO index, industry metrics, and benchmarks for comparison, clients can compare their actual TCO to typical and best of breed organizations. This provides the ability to then identify problems and build improvement plans.

Costs are divided into defined categories so that costs comparisons between different companies, organizations and groups can be simulated and analyzed in a consistent, reliable and detailed fashion. IS Costing includes analysis of traditional IS costs such as capital expenditures, labor, consulting fees, activities and outsourcing. In addition, harder to determine and measure indirect costs, including client retention and extension and agent based peer-support, self-support and downtime can be analyzed. Beyond total and activity based cost analysis, the GartnerGroup TCO Manager chart of accounts also simulates and tallies key staffing ratios, activity person hours, service level performance metrics, and client / end user / employee satisfaction metrics. This process provides a complete picture of where the client is (Current State), where the client would like their organization to be (Desired State) and suggests ways of getting there (Gap Analysis).

The Chart of Accounts tallies costs for monthly and annual periods. Annualized costs provide an amortized perspective of capital investments and matched recurring labor costs. The monthly perspective corresponds to the labor budget window for the organization that is often analyzed on a monthly basis. This is a significant improvement over previous five-year and three-year analysis in that it matches budget planning cycles and eliminates the problems of trying to predict the " useful life" of technologies.

CompuCom offers two services in the area of TCO analysis:

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.   **The TCO Workshop** is a half-day session designed to analyze a company's Total
    Cost of Ownership (TCO) profile. During the course of the workshop, CompuCom
    will gather data from the client regarding their current environment, the complexity
    level of the IT infrastructure and the current deployment state of certain industry best
    practices. Based on this data collection, and utilizing the Gartner TCO Manager for
    Distributed Computing software application and data set, CompuCom will produce
    an executive report outlining the "typical" TCO for corporations fitting that profile.

TCO WORKSHOP SCOPE AND DELIVERABLES

Within the scope of the TCO Workshop, CompuCom will perform the following tasks:

-   Review any data previously gathered by Client staff

-   Interview workshop participants regarding the current complexity level and best
    practices implementation

-   Identify up to three (3) desired changes in the environment

-   Deliver and present, within 5 business days of the workshop, a management
    report containing the following:

    1. Total Cost of Ownership for companies matching Client's profile
    2. Anticipated effect on TCO of the three desired changes
    3. Return on Investment calculation for one desired change, based on
        estimated implementation costs
    4. Strategic level recommendations for TCO optimization

-   While the TCO Workshop as an initial introduction to the discipline of IT cost
    management, **the TCO Analysis** allows a CompuCom consultant to help its
    clients derive their actual Total Cost of Ownership model. CompuCom collects
    information regarding a client's TCO from a number of sources. Purchasing
    records, accounting documents, end-user surveys and one-on-one interviews
    are all used to collect the actual amounts currently being expended. This
    information is fed into the Gartner TCO Manager for Distributed Computing
    model. Finally, the TCO consultant evaluates the data collected and makes
    recommendations, as applicable, to help the client enhance its IT investments

TCO ANALYSIS AND DELIVERABLES

Within the scope of the TCO Analysis, CompuCom will perform the following tasks:

-   Review any data previously gathered by Client staff

-   Interview appropriate managers and staff from the departments affected by
    Current Assets, Complexity and Best Practices

-   Review existing staffing, documentation and system inputs/outputs where
    appropriate

CompuCom.

  ∠   Deliver and present a management report containing the following:

1. Executive Summary
2. State of the Current Assets, Complexity and Best Practices
3. Comparison on <Client>'s data to that of similar organizations
4. Recommendations for improvement where appropriate
5. Initial recommendations for implementing Total Cost of Ownership Best Practices
6. Detailed review of findings

TOTAL COST OF OWNERSHIP FEES

See Table A-l 2 Additional Services for pricing information

RFP DGS — 9014
Volume I - Response to Requirements
C — Response to Statement of Work (Section VI)
Part Four Response

CompuCom.

DOCUMENT CONVERSION SERVICES

Document Capture and Conversion Solutions based upon a broad scope of capabilities enable us to deliver exactly what the client requires. From traditional micrographic services to electronic image web-based document repositories to turnkey EDM systems, we provide vendor independent, cost-conscious, superior quality document management solutions.

- High-Volume Image Conversion to All Output Formats
- National and International On-Site Image and Data Capture
- High-Volume Outsourcing of Image and Data Capture
- Full Text and Fielded OCR services
- Full Micrographic Capabilities
- High Volume Film Processing and Supplies
- Film and Fiche to Image Conversion Services
- Document and Data On-Line Repository Services
- Transaction-Based Information Delivery Solutions
- CD Archiving and Publishing for Image and Data Files
- Facilities Management of Analog and Digital Systems
- Fully Integrated Imaging Systems and Support
- Secure Paper and Media Storage and Retrieval

Facilities Management: We **also** provide these services on-site. Additional on-site services include on-site imaging, microfilming, file and mailroom operations and overflow support.

System Solutions: Most major imaging system platforms - integration and ongoing support, custom and tailored application consulting and design, application integration of online and web-based repositories.

Converting your critical documents or film to a digital format allows you to leverage your information in a powerful way. CompuCom utilizes leading technology and production management techniques to create a quality image for your use. Paired with our exceptional indexing capabilities, we can stream accurate data and images into your systems.

Document Conversion is available for the following types of documents:

1. Paper files
2. Blueprints
3. Boxed Records
4. Documents in file cabinets
5. Documents in storage

CompuCom.

Services   include:

1.   Document preparation
2.   Document imaging
3.   Indexing per applicable pricing below
4.   Retrieval and viewing software for CD
5.   Scanning at 200DPI
6.   Document pick up and return
7.   Quality control procedures

See Table A-12 for pricing information

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Part Four Response

CompuCom

ADDITIONAL ON-SITE ENGINEERING POSITIONS

POSITION SUMMARY - Enterprise Consultant
Provides high-end consulting services for large-scale enterprise network opportunities.
Responsible for developing and implementing IT processes related to large network
systems. Possesses extensive technical experience in network integration and
consulting. Builds strong client relationships at various levels. Responsible for multiple
phases of large-scale network projects: assessment, planning and design, testing,
execution, implementation, budgeting, training and documentation. Works with Project
Management team to adhere to scheduling and pricing, and to manage change
initiatives and expectations.

POSITION SUMMARY - SENIOR INFORMATION CONSULTANT
Participates in the business-development, analysis, and implementation phases of the
project. Evaluates and manages new initiatives and business opportunities. Performs
system analysis and provides diagnostic interpretation. Interviews customer to identify
needs, and presents summary and documentation. Oversees market analysis, monitors
competitive activity. Develops and implements highly customized business plans that
focus on industry trends, future business environment, and maximizing IT investment.
Evaluates IT processes; recommends and facilitates improvement. Establishes
operation objectives and develops action plan. Acts as project lead and customer
liaison. Ensures business requirements are met.

POSITION SUMMARY - SENIOR PROJECT MANAGER
Senior level project manager with experience in statewide roll-outs, managing large
scale projects. Extensive training and certification PMI Project Management.

POSITION SUMMARY - PROJECT ANALYST
Ensures customer' s needs are satisfied and specific project deliverables are met
according to schedule. Serves as a single point of contact to facilitate communications
and problem resolution. Coordinates project tasks and supports project team leader as
needed. May be responsible for technical development and project documentation.
Follows best practices in methodologies and processes to deliver an integrated solution.

POSITION SUMMARY - PROJECT COORDINATOR
Coordinates project tasks, project plan input and support services. Monitors tasks to
ensure timely completion. Updates schedule status. Maintains databases, forms, status
reports and other project documentation. Facilitates project communications. Assists
project team leader.

See Table A-l 2 for pricing information